

About Department of Children's Services (DCS)

The Tennessee Department of Children's Services (DCS) is the state's public child welfare agency, overseeing child protective services, permanency and juvenile justice. DCS protects children who are victims of abuse or neglect and strengthens families through services that focus on family support and preservation. DCS staff responds to over 37,000 reports of child abuse and neglect a year. DCS employees 4000+ staff deployed across Tennessee.

Job Description

The Office of Information Technology – Information Systems Manager 3 (Operations Director) reports to the Chief Information Officer. This position is responsible for managing the Operation group that is responsible for Network, Application Server, Management Systems, System Security, Production Control, and Technical Center Operations and Support.

RESPONSIBILITIES

- Advises the Chief Information Officer regarding customer-focused services and support in the following areas:
 - Telecommunications Systems Operations & Support
 - Network Systems Operations Monitoring & Support
 - Application Server Monitoring & Support
 - Management Systems Operations & Support
 - Systems Security Operations & Support
 - Production Control Operations & Support
 - Service Desk
- Manages the assignment, training, supervision and evaluation of subordinate information systems support staff.
- Supervises and participates in conferring with customers in planning and developing computer systems specifications compatible with state and departmental standards and requirements.
- Manages a subordinate staff in working with agency users to identify complex system needs and requirements; supervises the development of goals, schedules and priorities in the design, development and implementation and modification of systems and facilities.
- Leads staff in the administration of system security; informs management of the operational status and use of the system by agency personnel.
- Manages several teams involved in projects of moderate complexity; coordinates work of staff assigned to these projects
- Supervises and participates in the planning, scheduling, and preparation of cost/benefit analysis for resources to be used in developing new systems or maintaining existing systems.
- Provides technical support for DCS staff on the proper use of software and IT hardware.
- Manages the Service Desk that provides customer service support.
- Trains support staff in the installation and use of hardware or software products; explains, in technical work shops or group meetings, the operational functions of hardware or software products; provides feedback to the course designer about content which may be modified.
- Supervise, review, evaluate, and participate in the preparation and maintenance of detailed documentation and operation instruction for fully operational programs and other technical and administrative records and reports.
- Other duties as requested by the Chief Information Officer.

Requirements

- Graduation from an accredited college or university with a bachelor's degree in Information Systems (or related field).
- Minimum of 10 years Technology/Operations experience.
- Minimum of 8 years of Management experience.
- Excellent critical thinking skills.
- Must be able to demonstrate the ability to make informed decisions based on data.

- Excellent verbal and written communication skills
- Personal qualities that include integrity, commitment to DCS mission, respect for diversity and the ability to inspire and motivate.
- Ability to work in a fast paced, multi-tasking environment and successfully navigate ambiguity while executing to deadlines.

PLEASE SEND RESUME TO:
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